

Supported Employment -- DVR Standards

PROVIDER NAME:

Review Date:

PROGRAM DESCRIPTION:

Supported Employment programs assist persons with the most severe disabilities who require ongoing support, both on and off the job, which is not time-limited, in order to choose, obtain, and retain paid employment in integrated settings. Transitional employment is a variant of supported employment and, as such, may be included in this review.

The documents and activities most commonly needed to affirm compliance with these standards include:

- _____ Procedures and techniques for the program
- _____ Individual case records
- _____ Wage and payroll records
- _____ Participant handbook
- _____ Specifications for each job
- _____ Program description
- _____ Interview with consumers and staff
- _____ Job site visits

*** Job site visits will be required of providers who are currently serving clients.**

YES NO

1. Does the program have a policy that guides the development of its Supported Employment program? Factors to be considered should include preferences of the persons served, community employment needs, and opportunities for interaction with people without disabilities.

YES NO

2. Does the organization, whenever possible, arrange for the person served to travel to and from work using generic forms of community transportation, e.g., carpools, coworkers, self, public transportation, etc.?

YES NO

3. Does the organization demonstrate through its selection process that all persons served have access to its Supported Employment program? Severity of disabling condition should not preclude individuals from consideration for supported employment. Supported Employment serves those with the most severe disabilities.

YES NO

4. Does the organization assist the person served to understand and manage the financial and personal impact of community employment on disability benefits and other benefits?

YES NO

5. When a person's disability may invalidate otherwise standardized procedures, does the organization use appropriate adaptive assessment tools and methods?

YES NO

6. In the assessment process, are individuals assessed for job areas based on his/her interests and capabilities, on opportunities in the labor market geographically accessible to him/her, and on questions asked by the referral source?

YES NO

7. Does the assessment process make available a variety of work and community settings and tasks to sufficiently meet the evaluation needs of the person served?

YES NO

a. Does a minimum of 80% of the assessment occur in the community?

YES NO

b. Does the program gather information from the person served, from significant others, and from direct observations?

YES NO

8. Does the range and scope of the assessment include at a minimum:

- a. Job interests, likes, and dislikes;
- b. Hours of work per week needed and preferred;
- c. Strength and endurance;
- d. Challenging behaviors;
- e. Mobility, e.g., will the individual need training to function out-of-doors, transfer safely to autos, to move about in the home and at the worksite safely;
- f. Transportation needs/skills, e.g., what training/assistance will the individual require to use public transportation to get to work;
- g. Location, nature and intensity of support needed;
- h. Family/caregiver support and other natural supports;
- i. Disincentives to working in the community;
- j. Functional application of academic skills, e.g., reading, use of money, telling time, across environments;
- k. Possible use of adaptations to circumvent deficits;
- l. Effects of medication on functioning; and
- m. Need for psychosocial supports?

YES NO

9. For each person served, is the assessment a written functional evaluation report interpreted to the person served, and disseminated in a timely fashion to the program manager, referral source, and other appropriate agencies or individuals?

YES NO

10. At the completion of evaluation, are the goals of the persons served expressed and job possibilities in terminology such as job titles or job families related to existing occupations in the community?

YES NO

a. When these goals are not determined, are alternative goals specified?

YES NO

11. Is there a written placement plan developed for each individual served in supported employment job placement? Does this plan:

YES NO

a. Integrate the results and/or recommendations from other services?

YES NO

b. Contain the job objective(s) and the roles and responsibilities of the individual providing placement and the individual served?

YES NO

c. Specify the length of time and the nature of on-going support services which will be maintained, primarily based on the individual's needs?

YES NO

d. Evidence how the development of natural supports will take place?

YES NO

e. Reflect the desires and needs of the individual served?

YES NO

f. Get reviewed every 30 days with VR Counselor if placement has not occurred?

YES NO

12. Does the program maintain an organized system of recording job openings including the names of employers contacted, persons referred, and actions taken?

YES NO

13. Once placement has occurred, does each person have an individual support plan that addresses at a minimum:

- a. Choices of the person served;
- b. Career planning including job advancement and job changes;
- c. Criteria for wage increases including productivity, longevity, and skill level;
- d. Short-and long-term goals and objectives related to employment;
- e. Opportunities for integration and independence;
- f. Utilization of generic integrated community resources to meet non-work needs;
- g. Short-and long-term support needed, including supports as financial resources, natural supports, and assistive technology;
- h. Consideration of ancillary support services, if needed;
- i. Job satisfaction; and
- j. Provision of at least semiannual review?

YES NO

15. Is there a documented system in place to provide organized support contacts at regular intervals with the person served? As appropriate, contact at regular intervals should be made with the employer and significant others.

16. When the organization provides supervision and training at the worksite, is the supervisor or trainer knowledgeable of:

YES NO

a. The type of work performed in the assignment?

YES NO

b. The rehabilitation techniques appropriate to the persons served to support and promote adequate performance?

YES NO

c. Specific training plan for each individual to achieve desired outcome?

YES NO

17. Do supported employment personnel maintain with permission of the person served, close communication with the family and others who are likely to influence the probability of a successful outcome?

YES NO

18. Does the organization have a program evaluation system in a Supported Employment program which address a variety of measures, some of which should be: (a) Average number of weeks worked; (b) Average number of hours worked per week; (c) Earnings and benefits; (d) Job retention; (e) Job advancement; (f) Job changes; (g) Length of time from referral to placement; (i) Integration; (j) Number of successful placements, classified by severity of disability; (k) Satisfaction of employer with services; and (l) Satisfaction of individual with services?

YES NO

19. Does the organization define and provide for the orientation and ongoing training needs of personnel providing supported employment? This orientation and training can include achieving community integration and some of the following: (a) Introduction to disability; (b) Philosophy of the organization in such areas as personal dignity, family interactions and participation in community life; (c) Individual rights and how to assist persons to secure and exercise those rights; (d) Behavior management practices; (e) Characteristics of persons served -- e.g., means of communication, required degree of supervision, guardianship, special needs, medications, etc.

YES NO

20. Does the organization have a policy with regard to accepting work from and the employment of persons in businesses being struck?

YES NO

21. Are prevailing competitive wage rates sought for the person served prior to consideration of sub-minimum wage certificates?

YES NO

22. Are persons who are paid less than minimum wage covered by a Department of Labor certificate, as applicable?

23. Does the design and implementation of Supported Employment Services:

YES NO

a. Facilitate integration at the worksite through social interaction, physical proximity, participation in social activities available to all employees, and opportunities for supervision by non-program personnel?

YES NO

b. Promote the presence and participation of persons served in natural proportions in both work and non-work activities?

YES NO

c. Promote opportunities for worksite integration during the organization's marketing and job development activities within the industry?

YES NO

24. Based on the strengths, abilities, needs and preferences of the person served, does the organization facilitate the development of natural supports?

25. **When appropriate**, are the following job-site training functions provided in writing in conjunction with the employer:

YES NO

a. Essential functions of the job/task analysis and working conditions?

YES NO

b. Reasonable accommodation and assistive technology?

YES NO

c. A systematic plan of instruction and/or support in work skills and behaviors to be acquired?

YES NO

d. A plan to develop appropriate social and interpersonal skills necessary to retain employment?

YES NO

e. A plan to transfer supervision and/or support from the organization to the employer?

YES NO

26. Does the work and the worksite (including on-the-job evaluation sites) reflect an awareness of sound health and safety practices, and do the procedures for meeting safety and health standards apply uniformly to all persons?

YES NO

27. Are health and other special considerations taken into account in the work placement of the persons served, and are such considerations as well as emergency contact number(s) and procedure clearly communicated in writing to supervisory personnel?

YES NO

28. Are the trainer or supervisor knowledgeable in the rehabilitation techniques appropriate to the persons served and do they have the capacity to support and promote adequate performance?

YES NO

29. Are written client progress reports submitted to DVR no later than 10 days after the close of each 30 calendar day period?

YES NO

30. Does the agency have some form of quality assurance and/or improvement procedures?

(Revised 07/2003)